

Appendix C
TN TRS and TN CapTel
Brochures and Outreach Materials

■ *Relay Service for Hearing or Speech Disabled Customers*

Services for Persons With Disabilities

Tennessee's Telephone Communications Center for Disabled Customers gives assistance to people with special communications' needs, such as those with speech, hearing, and visual impairments.

Text Telephone (TTY) users can dial **7-1-1** from within Tennessee, or any of the toll free access numbers to reach the Tennessee Relay Service (TNRS). The access numbers are:

- * TTY..... 1-800-848-0298
- * Voice 1-800-848-0299
- * Customer Service
1-866-503-0262
(Voice, TTY, ASCII, STS)

TNRS is available any time night or day, seven days a week. Calls can be placed to locations within Tennessee using the toll free TNRS access numbers from anywhere in the United States, and from Tennessee to anywhere in the United States, as well as internationally to English- or Spanish-speaking persons. There is no charge to call TNRS, but long distance charges apply to outgoing calls as if they were dialed directly.

What is TTY/TDD Service?

The term TTY stands for Text Telephone. TDD stands for Telecommunication Device for the Deaf. Both terms mean the same thing: a device used to

communicate on the telephone by people who are deaf, hard of hearing, or who have a speech disability. "TTY" is the most commonly used term.

How TNRS works

Calling any of the TNRS access numbers will connect the call to a TNRS Communications Assistant (CA), who will ask for the telephone number to be dialed. The CA then connects the call and relays the content of the conversation by reading what the TTY user types to the hearing person and typing the hearing person's words back to the TTY user. Each call that TNRS handles is held strictly confidential, and no record of a conversation is kept.

Exemptions from Operator Service Charges

If a physical impairment prevents you from placing phone calls yourself, we don't want you to pay the added costs of having the Operator place the call for you. Contact CTC to see if you qualify for exemption from the usual charges for Operator-assisted calls. This exemption applies only to your home phone service.

Exemptions from Directory Assistance Charges

Also, if an impairment makes it impossible for you to look up numbers in the phone book, call our business office to see if you qualify for exemptions from charges for calls to the local Directory Assistance Operator. This exemption applies only to your home phone service.

For long distance Directory

Assistance through TNRS, simply give the CA the area code of the person you want to call followed by 555-1212. TTY directory service is also available through Teletext Operator Services directly by TTY at **1-800-688-4486**.

DIAL 7-1-1

7-1-1 is a statewide TNRS access that connects standard (voice) telephone users with deaf, hard-of-hearing people who use TTYS, and/or speech-disabled people. All TNRS users calling from within Tennessee can reach TNRS by simply dialing 7-1-1.

Calling Emergency Services

TNRS will assist in providing a connection to emergency service providers. **However, Relay Service is not and should not be used as a substitute for 9-1-1 emergency services.** To ensure that your emergency call is handled as quickly as possible, please call your local emergency service number or 9-1-1 directly.

Please note: 7-1-1 should only be used to call TNRS. Dial 9-1-1 for emergencies.

Spanish-to-Spanish Relay Service

Spanish-to-Spanish is also available through TNRS by dialing:

TTY/Voice/ASCII
... **1-866-503-0263**

Spanish-to-Spanish is also available by dialing 7-1-1 and requesting a transfer to a Spanish-speaking CA.

Speech-to-Speech Relay Service (STS)

STS is also available through TNRS. A speech-disabled person can use STS to reach a CA who is specifically trained to handle and complete STS calls. STS is available at **1-866-503-0264**. **STS is also available by dialing 7-1-1 and requesting a transfer to STS.**

900 Pay-Per-Call Services through TNRS

900 pay-per-call is available to TTY users who wish to make a relay call to a 900 pay-per-call service.

The TTY access number to call 900 pay-per-call services using TNRS is: **900-476-2727**

- Available 7 days a week, 24 hours a day
- No charge to call TNRS using the 900 access number
- After reaching TNRS using the 900 access number, TTY users will be billed by the 900 service provider at the same rate as non-TTY users who complete these types of calls without the use of TNRS. Remember to pay attention to the prerecorded message on rates charged by the 900 service provider. Sometimes these calls have premium charges.
- There is no limit to the number calls a caller can make to a 900 pay-per-call service using TNRS.

Captioned Telephone Service (CapTelSM)

Tennessee Relay Service also offers Captioned Telephone Service -known as CapTelSM. CapTelSM is an enhanced form of Voice Carry Over (VCO). CapTelSM users can place relay calls by dialing the number of the person they want to call. The call is automatically connected to the captioning relay center. The CapTelSM user hears everything that person being called says, just like a traditional phone call. Behind the scenes, a specially-trained operator at the CapTelSM relay center transcribes everything the other party says to the CapTelSM user through text (captions) using the very latest in voice-recognition technology. The captions appear on a bright, easy-to-read display window built into the CapTelSM phone. Users understand everything that is said—either by hearing it or by reading it.

One CapTelSM telephone per household is free to qualifying residents of Tennessee. To qualify, simply fill out a Telecommunications Devices Access Program (TDAP) application and notate CapTel in the devices section. Then send application to:

Tennessee Regulatory Auth.
TDAP
460 James Robertson Parkway
Nashville, TN 37243-0505



Information For Customers With Disabilities

OPERATOR/DIRECTORY ASSISTANCE

Call **1-800-688-4486**

(TTY* only. Nationwide service is provided by MCI.)

TENNESSEE RELAY CENTER

Now you can dial 7-1-1 to reach the Tennessee Relay Center 24 hours a day, seven days a week.

Tennessee callers who wish to reach people who are deaf, hard of hearing or speech disabled may dial 7-1-1 for assistance from the Tennessee Relay Center. Hearing callers may still dial **1-800-848-0299** and text telephone users may still dial **1-800-848-0298**. There is no charge for dialing 7-1-1, and all options currently available to Tennessee Relay Center users through existing 800 numbers will continue to be available to 7-1-1 users.

Here is how the Tennessee Relay Center works: a person who is deaf, hard of hearing or speech disabled types his/her conversation using a text telephone (TDD/TTY). A Tennessee Relay Center Communications Assistant (CA) relays the message by reading it to the hearing person at the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user. Each call is handled in strict confidence. No record of the conversation is kept.

The Center is available 24 hours a day, seven days a week and enables people to place relay calls between Tennessee and other locations anywhere in the United States and internationally to English-speaking persons.

Also, persons who have a speech disability can utilize a service called Speech-to-Speech (STS) Relay through the Tennessee Relay Center. Speech-to-Speech service enables a speech-disabled person to use the Tennessee Relay Center with his/her own voice synthesizer, rather than using a TDD/TTY. To access Speech-to-Speech service, call **1-800-229-5746**.

If you are having trouble dialing 7-1-1 to reach the relay center in your area, please call your local telephone company.

A NOTE TO ALL TENNESSEE RELAY USERS

Please note that 7-1-1 is only to be used to reach the Tennessee Relay Center

For emergencies you should continue to use 9-1-1

THE TELECOMMUNICATIONS DEVICES ACCESS PROGRAM (TDAP)

This program, implemented by the Tennessee Regulatory Authority, will distribute devices so that eligible persons who have a significant hearing, hearing and visual, or speech impairment may effectively use telephone service. Devices are issued on a first-come basis, without charge. However, there are certain factors that may enable individuals to receive devices on a priority basis. Information on distribution, eligibility requirements and qualifiers may be found on the TRA Web site at www.state.tn.us/tra/ or by calling **1-800-342-8359**, extension 179 (Voice) or **1-888-276-0677** (Voice/TTY).

PUBLIC TELEPHONE CALLS USING RELAY SERVICES

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

* Text Telephone

Activity Highlights



TN Relay

A summarized listing of key activities and events

Some of the notable outreach activities delivered by Verizon since service provision began in September 2001 include:

2001

- September 1: Service Implementation
- September: Introduction and Promotion of MCI as new TN Relay provider at Deaf Awareness Picnic, Memphis
- December: Open House at TN Relay call center, Memphis

2002

- March: Statewide TN Relay logo contest
- April: Open House at TN Relay call center & announcement of TN Relay logo contest winner, Memphis
- July: TN Relay information kit sent to chambers of commerce throughout the state
- August – Nov: Series of presentations to the Department of Human Services: Chattanooga, Gallatin, Jackson, Johnson City, Knoxville, McMinnville, Memphis and Nashville
- December: Recognized for community support by Interpreting Service for the Deaf, Inc., Nashville

2003

- April: Began recruiting people to serve on the TN Relay advisory committee
- April: Provided TN Relay presentation and demonstration to the TRA
- May: Sponsored Tennessee School for the Deaf 5k Run, Knoxville
- June: TRA tour of TN Relay call center, Memphis
- July: Statewide radio PSAs
- July: Hosted town hall on TN Relay at the biennial conference of the Tennessee Association of the Deaf, Sevierville
- September: Sponsored Deaf Awareness Week activities in Jackson
- October: TN Relay Magic Morgan Tour, Chattanooga, Johnson City and Knoxville

2004

- April: TN Relay Magic Morgan Tour, Jackson, Memphis and Nashville
- September: Exhibited during Homecoming Day and alumni activities at Tennessee School for the Deaf, Knoxville
- September: Recognized for support by West Tennessee School for the Deaf, Jackson
- October: Exhibited at Celebration of Sign, Nashville
- October: Exhibited at Southeast Regional Institute on Deafness Conference, Nashville
- November: Promoted TN Relay to Nashville Black Deaf Advocates
- December: Sponsored Deaf Awareness Day at Dollywood, Pigeon Forge

2005

- Jan: Promoted TN Relay at the Mason-Dixon basketball tournament, featuring all Tennessee schools for the deaf and alumni
- May: Exhibited at Better Hearing and Speech Month Picnic, Nashville
- June: Sponsored Deaf Day at Nashville Sounds
- Jul: Exhibited at the biennial conference of the Tennessee Association of the Deaf, Knoxville
- Jul: Exhibited at the conference of the Tennessee Registry of Interpreters for the Deaf, Chattanooga
- Sep: Mike Lozynsky presented with "Outstanding Service" award by Jackson Center for Independent Living
- Oct: Recognized for community support on two occasions, by Knoxville Area Center for the Deaf and DeafConnect (Memphis)
- Oct: Hosted TN Relay Customer Appreciation reception, Nashville
- Nov: Recognized for community support by Gate Communication, Nashville
- Dec: Deaf Awareness Day at Dollywood (Holiday Event)



TN Relay Outreach Across the State

TN Relay

*Delivering outreach and education
to all regions of Tennessee*

One of Verizon's primary goals is to deliver its outreach and educational messages across the state, to all geographic regions and all demographics. Verizon's goals for 2006 through 2011 are even higher in terms of the number and frequency of contacts across the state.

Verizon has sponsored events, attended conferences or expositions or made presentations at numerous locations throughout the State since 2001.

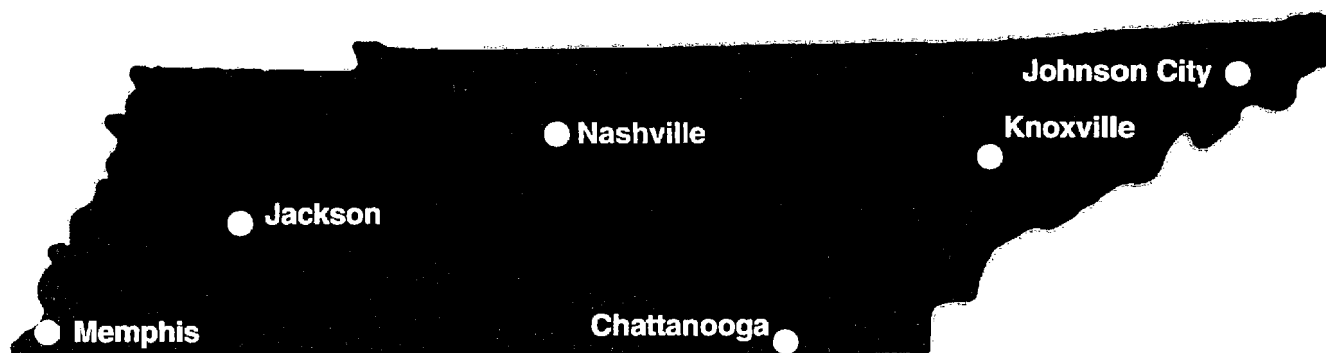
Some of the key Verizon events over the past five years include:

- Better Hearing and Speech Month Picnic (Nashville)
- Career Day, Library Services for the Deaf and Hard of Hearing (Nashville)
- Celebration of Signs (Nashville)
- Chattanooga Deaf Hard of Hearing Service Center
- Choo-Choo SHHH Chapter (Chattanooga)
- Deaf and Hard of Hearing Services (Jackson)
- Deaf Awareness Day at Dollywood (Pigeon Forge)
- Deaf Monthly Social (Johnson City)
- Family Learning Weekend (Knoxville)
- Gate Communications (Nashville)
- Golden Circle Chapter of Tennessee Association of the Deaf (Jackson)
- Interpreting Services for the Deaf, Inc. Golf Fundraising Tournament (Memphis)
- Jackson Independent Living Center (Jackson)
- Knox Doss Middle School (Gallatin)
- Knoxville Center of the Deaf
- League for the Deaf and Hard of Hearing (Nashville)
- Mockingbird Community Retirement Community Committee
- Nashville Black Deaf Advocates (Nashville)
- Nashville State Community College
- National Mixed Deaf Bowling Association Tournament (Memphis)
- Run for the Deaf Event (Knoxville)
- Silent Dinner at Opry Mills Mall (Nashville)
- Southeast Regional Institute on Deafness Conference (Nashville)
- Tennessee Association of the Deaf Convention (Knoxville)
- Tennessee Deaf Golfers Association Tournament (Alcoa)
- Tennessee Disability Access Program (Knoxville)
- Tennessee Parents Counselors and Interpreters Statewide Workshop (Nashville)
- Tennessee Registry of Interpreters for the Deaf Convention (Chattanooga)
- Tennessee School for the Deaf Alumni Association event (Knoxville)
- Tennessee School for the Deaf Homecoming Event (Knoxville)
- Western Tennessee School for the Deaf (Jackson)

The maps below illustrate Verizon's 2004 and 2005 commitment to insure that residents across the state are given the opportunity to learn about TN Relay.


Note: The western region encompasses Memphis and Jackson, the central region encompasses Nashville and Chattanooga, and the eastern region encompasses Knoxville and Johnson City.

2004-2005 Tennessee Outreach Events by Region



	West	Central	East
2004	19	46	12
2005	12	46	21

THE FREEDOM TO CONNECT TO YOUR LOVED ONE WITH SPRINT CAPTELSM SERVICE.



Don't miss another word from your friends, family, or loved one. CapTel[®] provided by Sprint Relay displays written, word-for-word captions of everything they say.

CapTelSM Relay Service

- Offered at no cost* through participating state relay programs
- Dial the person you're calling directly
- Enjoy natural phone conversations

*Users are responsible for their own long distance charges.

Captioned Telephone

- Bright, easy-to-read display
- Functions as a traditional telephone so everyone can use it
- Simultaneous voice and captions

For more information, visit:
www.sprintrelay.com
www.captionedtelephone.com



Sprint
Relay

Captioned Telephone (CapTelSM) provided by Sprint

The telephone that displays written, word-for-word
captions of everything the caller says!

Bright, easy-to-read display

Functions as a traditional
telephone so everyone can use it

Almost simultaneously hear and
see captions of everything your
caller says

Captions available in English
or Spanish

Free for veterans, active or
retired Federal employees, or
U.S. tribal members

Available in participating state

"This type of phone is what I have been looking for
over 30 years. It is a wonderful device for those of us who
speak good speech but cannot hear well over the phone."
- Wells, Texas

"I am truly 'blown away' by
this technology. I have dreamed of this."
- H.A., Illinois



CapTelSM is a service mark of Ultratec, Inc.

To find out if you qualify for CapTel in Tennessee, contact:

TDAP Coordinator
460 James Robertson Parkway, Nashville, TN 37243
(800) 342-8359 (V/TTY)

If you have any questions, contact April Mason,
Sprint CapTel Customer Relation Manager
(800) 317-2199 (Voice Mail) or april.x.mason@sprint.com (email)
(800) 342-8359 (V/TTY)



sprintrelay.com

Appendix D
Tennessee Legislation Establishing TRS

BEFORE THE TENNESSEE PUBLIC SERVICE COMMISSION

April 3, 1989

Nashville, Tennessee

IN RE: PROCEEDING TO ESTABLISH A DUAL PARTY
RELAY SYSTEM TO PROVIDE TELECOMMUNICATIONS
ACCESS FOR THE HEARING AND COMMUNICATION
IMPAIRED

CASE NO. 89-03796

O R D E R

FILE COPY
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This matter is before the Commission upon its own motion.

During the past ten years, there has been a growing awareness of the need to establish specialized telephone services to enable the hearing and communication impaired to utilize available telecommunications services. Other states have established special telephone networks and services for the hearing impaired. The Federal Communications Commission has instituted a rulemaking proceeding to consider improving access for the communication impaired and other disabled persons to interstate telecommunications services. In Tennessee alone, there are over 515,000 hearing impaired citizens.¹

The Commission in recognition and response to this need for effective and affordable telecommunications services for the communication impaired considered this

^{1/} This figure is based on research conducted by the Tennessee Council For The Hearing Impaired.

issue at its regularly scheduled Commission Conference held on February 21, 1989.

The Commission unanimously voted to commence a proceeding to establish a statewide telephone relay system to complete intrastate calls on behalf of the hearing and communication impaired. The relay system is to be a dual party relay system (DPRS) by which a telephone operator using two telephone lines facilitates telephone communications to, from, or between communication impaired individuals. This system should have the potential of completing interstate calls, if and when such calls are authorized by the Federal Communications Commission. This dual party relay system should be operable on a twenty-four hour, seven-day a week basis at a charge which is not excessive to the user of the system.

To assist the Commission in establishing the DPRS, the Chairman shall appoint an advisory committee made up of representatives of the hearing and communication impaired, the telephone industry, and the business community. The Chairman shall set the terms of service on the committee for each representative. The resources of the Commission including the assistance of its Staff shall be made available to this committee.

The purpose of this advisory committee shall be to formulate specific recommendations and recommend detailed guidelines concerning the operation, administration, and funding of a DPRS. This advisory committee shall hold its

first meeting within thirty days of appointment, and shall meet as frequently as necessary to accomplish its objectives.

Within six months of the committee's first meeting, the committee's specific recommendations for a DPRS shall be made to the Commission in a hearing open to all interested parties. The Commission may adopt, reject, modify or order further action on the committee's recommendation in implementing a DPRS for the state of Tennessee.

IT IS THEREFORE ORDERED THAT:

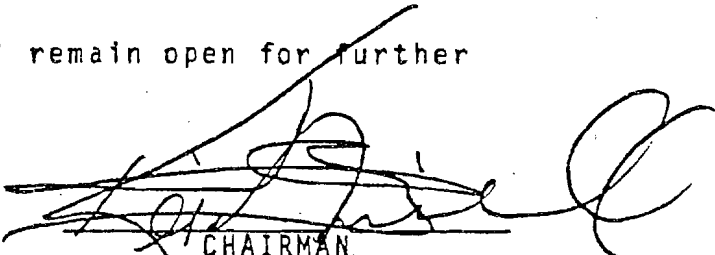


1. A dual party relay system for providing telecommunications services for the hearing and communication impaired shall be established for all intrastate telephone service.

2. The Chairman of the Commission shall appoint an advisory committee to make specific recommendations on the DPRS operation as provided herein.

3. This advisory committee shall make specific recommendations regarding the implementation, operation and funding of the DPRS to the Commission in a hearing open to all interested parties within six months of the first meeting.

4. The Commission shall consider the recommendations of the advisory committee and shall take whatever action deemed appropriate in establishing a dual party relay system for intrastate telephone service.

5. This docket shall remain open for further action by the Commission.


CHAIRMAN

COMMISSIONER

COMMISSIONER

ATTEST.


EXECUTIVE DIRECTOR